



## VOLKSWAGEN DEALERSHIP COMMUNICATION

Date: December 19, 2016

To: Dealer Principal, Sales Manager, Service Manager, Parts Manager and Warranty Administrator

Subject: Repair Availability for Safety Recall 69M5  
Airbag Control Unit (Occupant Restraint Controller (ORC Module))  
Certain 2009 Model Year Volkswagen Routan Vehicles

### IMPORTANT NOTICE TO DEALERS - FOR IMMEDIATE DISTRIBUTION

On December 20, 2016, repairs can begin for vehicles affected by Safety Recall 69M5. Please refer to the campaign documents posted to Elsa and ServiceNet for repair instructions.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

### IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

**New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.**

**Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Volkswagen Public Relations.

Volkswagen Customer Protection

Attachment: Campaign Data Sheet (1)



## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>	<b>Safety Recall</b>
<b>SAGA CODE</b>	<b>69M5</b>
<b>MARKET(S)</b>	United States and Canada
<b>AFFECTED VEHICLES</b>	Certain 2009 MY Volkswagen Routan
<b>TOPIC</b>	Airbag Control Unit (Occupant Restraint Controller (ORC Module))
<b>PROBLEM DESCRIPTION</b>	The airbag control unit (Occupant Restraint Controller/ORC) in certain vehicles may corrode and fail. If the airbag control unit fails, the airbags may not deploy in the event of a crash, increasing the risk of occupant injury. Additionally, the airbags may inadvertently deploy, increasing the risk of a crash.
<b>CORRECTIVE ACTION</b>	Replace the airbag control unit (ORC module).
<b>CUSTOMER NOTIFICATION DATE</b>	December 2016
<b>PRECAUTIONS</b>	If the airbag warning lamp in the vehicle comes on, customers are advised to make an appointment with an authorized Volkswagen dealer to have the vehicle inspected <u>without delay</u> .
<b>ELSA/OMD Web VISIBILITY DATE</b>	On or about December 20, 2016
<b>TOTAL AFFECTED VEHICLE COUNT</b>	<b>USA:</b> 1,025 <b>CANADA:</b> 265
<b>APPROXIMATE REPAIR TIME</b>	Up to 80 TU
<b>SPECIAL TOOLS NEEDED?</b>	SEE WORK PROCEDURE
<b>PARTS REQUIRED</b>	SEE WORK PROCEDURE
<b>EXPIRATION DATE</b>	NONE
<b>ADDITIONAL INFORMATION</b>	<p>As with any safety/compliance recall, affected vehicles in dealer inventory are on mandatory stop-sale hold until this recall repair has been performed.</p> <p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b>New Vehicles in Dealer Inventory:</b> It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.</p> <p><b>Pre-Owned Vehicles in Dealer Inventory:</b> Dealers are requested not to deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>

**IMPORTANT!** To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.